

Breeze Digital Signage Billing Policies

General Billing

Usage of BREEZE digital signage products and services via this website constitutes customer's acceptance of Keywest Technology's billing policy with which all customers must comply:

- Online accounts (a.k.a. Breeze Digital Signage subscriptions) are set up on a no-charge basis and are billed after the first 30 days of trial for software-as-a-service.
- After 30 days (i.e. trial period), customers will be billed for services, which are paid on a monthly basis, or annually, depending on chosen plan.
- All customers are required to keep a valid credit/debit card on file to charge for subscription fees.
- Customers are responsible for keeping all credit/debit card details and contact information current. This can be done online through the customer account dashboard. To access the account dashboard, customers should login to the BreezeSignage.com website, click on "my account" and then click "billing info."
- All recurring subscriptions are automatically invoiced and charged to the credit/debit card on file.
- Invoice and payment receipts are available to customers through the dashboard account page.

Billing Cycle

- Credit/Debit Card Billing: All credit/debit cards are automatically charged on the customer's specific billing cycle date. If the credit/debit card is declined, Keywest Technology will attempt to contact user for 30 days before account is considered delinquent.
- Late Fee: All accounts more than 30 days past due may be assessed a late fee. No fewer than three email attempts to contact the customer will be made before any late fee is assessed.
- Delinquent Accounts: All accounts 30 days past due may be disabled until balances are paid in full. When disabled, all access will be suspended and data will be unavailable.
- Deactivation: After an account is delinquent 60 days, it will be cancelled due to non-payment. Once cancelled, the customer will not be able to recover any files until the account is current. Application data will be stored for 90 days post cancellation. After that, application data will not be available. The account record and delinquent balance will be submitted to a third-party collection service.

Fees

- Late Fee: Keywest Technology may assess a \$15.00 late fee for accounts 30 days past due.
- Chargebacks: If a customer initiates a chargeback, Keywest Technology may assess a \$50.00 processing fee for each individual chargeback.
- Collections Fee: In the event an account is submitted to a third-party collections service, a \$50.00 processing fee may be assessed to the existing account balance. This fee is in addition to any other fees previously assessed on the account. In addition, if legal action is taken, you will be responsible for all costs, including attorney's fees incurred by Keywest Technology to enforce these terms.
- Interest: Any charges not paid when due are subject to interest at a rate equal to the lesser of: (i) one and one-half percent (1.5%) per month; or (ii) the maximum interest rate allowed by applicable law.

Keywest Technology Services

To help you succeed and get the most from Breeze Digital Signage, professionally designed JumpStart templates are provided at no additional cost to all Breeze Digital Signage subscribers with active accounts. Additionally, custom designed creative packages are available to all Keywest Technology customers and may be ordered on BreezeSignage.com. Supplementary services and products include online training, custom widgets, media players, digital displays, and support. Note that some services and products may include Keywest Technology authorized third-party service providers. Service fees are nonrefundable. In the event of cancellation, Keywest Technology will not prorate any portion of unused service fees, and all outstanding invoices must be paid in full.

Subscription Billing

Invoices are generated and payments are collected at the beginning of each billing period. Customer billing periods typically begin on the day of the month in which customers purchase their Breeze Digital Signage subscription.

Payment Methods

Keywest Technology accepts payments via credit/debit card only. Keywest Technology currently accepts American Express, MasterCard, and Visa credit/debit cards. Enterprise-level customers (25 unit minimum) may inquire of alternate payment plans via the CONTACT form.

Account Cancellations Or Closings

Customers may cancel their subscriptions at any time. In the event of cancellation, customers will still have access to their applications through the end of their current billing period. Keywest Technology will not prorate any portion of unused subscription services. All subscription fees are nonrefundable.

Cancellations must be done online within the Breeze account page, billing section. Email or verbal requests to cancel do not constitute cancellation of any service. Only

account deactivation requests made through the Breeze account page will create a cancellation request. Cancellations will take effect on the last day of the billing period in which the cancellation request was received.

Account cancellation or closing cannot be done by simply removing the credit/debit card billing information. Keywest Technology will continue to treat this as an open account and the billing cycle will continue, resulting in a past due account that may be turned over to a third-party collection service, or attorney. It is imperative that account cancellation is done by through the online Breeze account payment/billing page to ensure account closure.

Cancellation of an account does not dismiss outstanding invoices. At the time of cancellation, any outstanding balance must be settled. All cancelled accounts with an outstanding balance may be automatically turned over to a third-party collection service, or attorney.

Billing Disputes

As a current or prior customer of Keywest Technology, each customer agrees to provide Keywest Technology 30 days to attempt settlement of any billing dispute before disputing with any third-party credit/debit card company or bank. Direct communication with Keywest Technology must be the first option in billing disputes. Should Keywest Technology receive a chargeback from a third-party credit/debit card company or bank on the customer's behalf before Keywest Technology has been given a chance to resolve the issue, Keywest Technology has the right to collect on the rendered services and any costs and fees, including reasonable attorney's fees, associated with those disputes. Regardless of the outcome of the chargeback, Keywest Technology retains the right to collect on any rendered services or fees that are due. Keywest Technology will submit any disputed amounts to a collection agency, or attorney. Once a chargeback has been received, Keywest Technology will immediately suspend the account until the matter is resolved.

Refunds

Subscription and Service fees are nonrefundable. Hardware products may be returned within 30 days for a refund minus a restocking fee of 30%. See Hardware Warranty & Return Policy for complete details.